

CLAIMS

What is claimed is:

1. A method of a call management in a system having a wireless network, comprising:
 - receiving a notification of call data, the notification received through a first wireless path;
 - selecting receipt of the call data; and
 - establishing a call connection based on the selection, the call connection established through a second wireless path, the second wireless path different than the first wireless path.
2. The method of claim 1, wherein selecting comprises selecting receipt of the call connection data at a time when the notification is received.
3. The method of claim 1, wherein selecting the call connection data comprises retrieving the call data from a previously stored location at a time after the notification is received.
4. The method of claim 1, wherein the call connection is established in response to only a single action being performed.
5. The method of claim 1, wherein establishing the call connection comprises:
 - transmitting a signal through the first wireless path; and
 - transmitting the call data through the second wireless path.

6. The method of claim 1, wherein the first wireless path includes an Internet Protocol network.
7. The method of claim 1, wherein the second wireless path includes a call center network.
8. The method of claim 1, wherein the first wireless path includes a long distance telephony network.
9. A method of call management, comprising:
directing notification of a call from a call center to a remote user on a wireless network, the notification directed along a first wireless path;
responding to the notification by the remote user, the response directed along the first wireless path from the remote user to the call center; and
establishing the call between the call center and the remote user along a second wireless path.
10. The method of claim 9, wherein the first wireless path includes an long distance network.
11. The method of claim 10, wherein the second wireless path comprises a call center network.
12. The method of claim 11, wherein the second wireless path comprises a point-of-presence call center gateway.

13. The method of claim 12, wherein establishing the call comprises:
 - transmitting a signal from the remote user to the call center through the first wireless path; and
 - transmitting voice data from the call center to the remote user through the second wireless path.
14. The method of claim 13, wherein the first wireless path includes an Internet Protocol network.
15. A wireless telephony system, comprising:
 - means for receiving a notification of call connection data, the notification received through a first wireless path;
 - means for selecting the call connection data; and
 - means for establishing a call connection based on the call connection data, the call connection established through a second wireless path, the second wireless path different than the first wireless path.
16. The method of claim 15, wherein means for selecting the call connection data comprises selecting the call connection data at a time when the call connection data is received.
17. The method of claim 15, wherein means for selecting the call connection data comprises retrieving the call connection data from a previously stored location.
18. The method of claim 15, wherein the call connection is established in response to only a single action being performed.

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19. A method of call handling, comprising:
- directing notification of a call from a call center to a remote user through a first network;
- receiving a request to transmit the call to the remote user, the request received by the call center; and
- responding to the request by directing the call to the remote user via a second network.
20. The method of claim 19, wherein the first network is long distance telephone network and the second network is a call center network.
21. The method of claim 19, wherein the call is directed without the intervention of a person.
22. A system, comprising:
- a first wired network to carry call data;
- a second wired network to carry call availability data;
- a wireless network coupled to the first and the second wired networks;
- and
- a call center coupled to the first and the second wired networks, the call center to transmit the call data and the call availability data.
23. The system of claim 22, further comprising:
- a wireless unit coupled to the wireless network to receive the call data and the call availability data;
- a first gateway coupled between the wireless network and the first wired network; and

a second gateway coupled between the wireless network and the second wired network.

24. The system of claim 23, wherein the first wired network is a long distance telephone network and wherein the second wired network is a private call center network.

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